

From: Crosby, Thomas A
To: Microsoft ATR
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Subject: Microsoft case

Microsoft needs to be taught that the American public will not tolerate...

1. \$100 updates to a program that didn't work in the first place(crashes) that we have no choice but to buy(see #2)
2. forcing all PC users to upgrade every couple of years because they keep releasing "improved" software and their "partners" will no longer support the older software due to their market domination.
3. New features that collect data on the user's habits, hardware and preferences and then upload, secretly to Microsoft's websites everytime you log on the net.
4. New "features" that make competing software not work as well as Microsoft's offering. Like we have a CHOICE in operating system software! This removes the choice of other software.
5. Network software that forces corporate customers to be using Microsoft products....We were very happy with Lotus Notes - thank you.....now we have MS Outlook.

They are too big and have too much market share. They can dictate the market and the choices their customers can make, both directly and indirectly.

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